

## Disgrifiad Swydd

Teitl y Swydd	Gweithiwr Achos Ffoaduriaid
Gwasanaeth	Polisi, Perfformiad a Diogelu'r Cyhoedd
Graddfa	Gradd 8
Pwynt/iau Cyflog	SP 18-22
Cyflog	£29,269 - £31,364
Pwrpas y Swydd	<ul style="list-style-type: none"> <li>I gynllunio, cefnogi a goruchwyllo gweithgareddau penodol gyda 'r plant, pobl ifanc, oedolion a'u teuluoedd sy'n cyrraedd Ceredigion o dan wahanol gynlluniau adsefydlu a noddir gan y llywodraeth ac sydd angen gofal a chymorth, ar y cyd ag asiantaethau eraill os bydd angen.</li> <li>Arwain y gwaith o ddylunio, datblygu a darparu amrywiaeth o ymyriadau sy'n hyrwyddo canlyniadau da yn nhermau ailsefydlu llwyddiannus, integreiddiad a llesiant defnyddwyr gwasanaethau.</li> <li>Gweithio'n unol â phersbectif teulu cyfan gyda chyfrifoldeb dros gysylltu pobl â chyfluoedd a gweithgareddau a fydd yn eu cynorthwyo i ailsefydlu'n llwyddiannus yn y DU. Bydd hyn yn golygu defnyddio dulliau amrywiol fel bo'n briodol i ddiwallu anghenion y teulu cyfan, yn unol â'u hoedran, gwybodaeth bresennol, sgiliau a gallu.</li> </ul>
Lleoliad	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	18.5 awr yr wythnos, patrwm gwaith i'w gadarnhau pan fydd yr apwyntiad wedi'i wneud
Math o Gytundeb	Rhan-amser
Hyd y Cytundeb	Cyfnod Penodedig
Teitl swydd y Rheolwr Llinell	Swyddog Adsefydlu Ffoaduriaid
Cyfrifoldebau Goruchwyllo / Rheoli	Amherthnasol
Atebolrwydd	<ul style="list-style-type: none"> <li>Ymwybyddiaeth lwyr a chyfrifoldeb dros sicrhau bod pob darpariaeth ar gyfer plant, pobl ifanc, unigolion, rhieni a theuluoedd yn cyd fynd â pholisïau a gweithdrefnau Cyngor Sir Ceredigion ac unrhyw ganllawiau cenedlaethol eraill perthnasol.</li> <li>Rheoli'r gwaith o grynhoi a dadansoddi data ystadegol cadarn mewn modd amserol fel bo'n ofynnol gan Gyngor Sir Ceredigion ac asiantaethau allanol perthnasol.</li> <li>Gweithio'n gyson ar eich liwt eich hun o fewn lleoliadau dynodedig ledled y sir.</li> </ul>

	<ul style="list-style-type: none"> <li>Gweithio'n unol â pholisïau a gweithdrefnau iechyd a diogelwch darparwyr allanol amrywiol wrth ymgymryd ag unrhyw weithgareddau oddi ar y safle (mewn perthynas â chi 'ch hun a'r unigolion neu deuluoedd rydych yn gyfrifol amdanynt).</li> </ul>
<p>Telerau Cytundebol sy'n Gysylltiedig â'r Swydd</p>	<p>Mae diogelu ac amddiffyn oedolion mewn perygl a phlant yn flaenoriaethau allweddol i ni. Ein nod yw cefnogi oedolion mewn perygl, plant a phobl ifanc er mwyn sicrhau eu bod mor ddiogel ag y gallant fod.</p> <p>Rydym yn cydnabod eu hawl i gael eu diogelu a byddant yn cymryd camau i ddiogelu eu lles. Disgwylir i bob aelod o staff a gwirfoddolwr rannu'r ymrwymiad hwn, a bydd arnom angen Gwiriad Manylach gan y Gwasanaeth Datgelu a Gwahardd (DBS), y Swyddfa Cofnodion Troseddol gynt cyn penodi i'r sywydd hon.</p>
<p>Dyletswyddau a chyfrifoldebau</p>	
<ul style="list-style-type: none"> <li>Cydgysylltu a negodi darpariaeth o ymyriadau sy'n canolbwyntio ar deuluoedd, i sicrhau bod teuluoedd ffoaduriaid yn ailsefydlu ac yn integreiddio'n llwyddiannus, gan weithio'n agos â westeiwyr Cartrefi i Wcráin a gweithwyr proffesiynol perthnasol, yn fewnol ac allanol, i nodi ymyriadau priodol ar gyfer ffoaduriaid (gan gynnwys rhai sydd wedi wynebu trawma a/neu brofiadau andwyol).</li> <li>Bydd y Gweithiwr Achos Ffoaduriaid yn mesur ac yn asesu anghenion yr unigolyn neu'r teulu er mwyn cynllunio a threfnu'r ddarpariaeth neu'r ymyrraeth fwyaf effeithiol a chefnogol ar eu cyfer.</li> <li>Arwain a chydlynu darpariaeth o ymyriadau pwrpasol a fydd yn cynorthwyo ffoaduriaid i ddeall eu hawliau a'u cyfrifoldebau yn y DU, a chynorthwyo'r teulu cyfan i ailsefydlu ac integreiddio'n llwyddiannus. Bydd y rhaglenni a'r ymyriadau hyn yn cynyddu gwydnwch teuluoedd gan olygu eu bod yn llai agored i niwed. Mae hyn yn cynnwys gweithio'n barhaus mewn ffordd sensitif a pherswadiol i'w cynorthwyo i agor cyfrifon banc DU, cofrestru ar gyfer budd-daliadau, gwneud cais i ymestyn fisa, a symud ymlaen i fyd gwaith.</li> <li>Cefnogi proses lyfn o symud ymlaen i dai yn y gymuned, un ai yng Ngheredigion neu o fewn Awdurdod Lleol arall, ac un ai i lety a rennir dan nawdd y cynllun 'Cartrefi i Wcráin' neu i lety rhent preifat.</li> <li>Creu ac arwain darpariaeth o ymyriadau pwrpasol i gynorthwyo unigolion, rhieni a theuluoedd i ddatblygu sgiliau, a chynyddu hyder i ryngweithio ac ymgysylltu â gwasanaethau cyffredinol yn annibynnol. Bydd datblygu ac addasu'r ymyriadau hyn yn barhaus ar gyfer unigolion a'u teuluoedd yn gofyn am lefel uchel o greadigrwydd ac arloesedd i ddatrys problemau.</li> <li>Bydd y Gweithiwr Achos Ffoaduriaid yn cynllunio digwyddiadau, gweithgareddau a phrosiectau o fewn ei gymuned ddynodedig, gan weithio'n agos â phartneriaid gwirfoddol a statudol a sicrhau bod y ddarpariaeth yn briodol ac yn addas i'r diben.</li> <li>Bydd y Gweithiwr Achos Ffoaduriaid yn mabwysiadu dull seiliedig ar gryfderau wrth roi'r egwyddor Arwyddion Diogelwch ar waith.</li> </ul>	

- Bydd y Gweithiwr Achos Ffoaduriaid yn gweithio'n annibynnol ac fel rhan o dîm i gydlynu agweddau amrywiol ar gymorth i deuluoedd o fewn y gymuned ddynodedig yng Ngheredigion. Bydd yn gweithio mewn partneriaeth â gwasanaethau gwirfoddol a statudol i sicrhau bod modd cyrchu a rheoli cyfleoedd o fewn lleoliadau eraill, er budd teuluoedd.
- Bydd y Gweithiwr Achos Ffoaduriaid yn gweithio mewn partneriaeth â gwasanaethau statudol a gwirfoddol i gydlynu cyfleoedd a fydd o fudd i ffoaduriaid a'u westeiwyr, yn arbennig rheiny a nodwyd fel rhai agored i niwed am fod ganddynt iechyd corfforol neu feddyliol gwael, eu bod wedi goroesi trais neu artaith, neu eu bod mewn perygl o gael eu hecsbloetio.
- Bydd y Gweithiwr Achos Ffoaduriaid yn gyfrifol am arwain a rheoli baich achosion o deuluoedd, a bydd yn rhoi strategaethau ar waith ar gyfer unigolion o fewn y teulu, un ai fel rhan o grŵp neu un i un, gan weithio'n annibynnol ac fel rhan o dîm. Bydd Gweithiwr Achos Ffoaduriaid yn gyfrifol am nodi risgiau a datrys problemau, gan sicrhau bod teuluoedd o bob cefndir yn derbyn cymorth ac ymyrraeth positif.
- Sicrhau bod rhieni, unigolion a phobl ifanc yn cael mynediad at wybodaeth briodol a gwasanaethau cynghori, eu cyfeirio at wasanaethau eraill a rhoi cymorth dwys iddynt pan fo angen, i'w galluogi i gymryd rhan yn y Ceredigion Deg a Chyfartal a amlinellir yng Nghynllun Cydraddoldeb Strategol Cyngor Sir Ceredigion 2020-2024.
- Bod yn gyfrifol am ddatblygu a darparu cyfleoedd i deuluoedd, rhieni, unigolion, plant a phobl ifanc fel y nodir yn Cenedl Noddfa - Cynllun Ffoaduriaid a Cheiswyr Lloches (2019), Deddf Llesiant Cenedlaethau'r Dyfodol (2015), Deddf Gwasanaethau Cymdeithasol a Llesiant (2014) Llywodraeth Cymru, ac yn unol â Cynllun Llesiant Lleol Ceredigion (2023-28).
- Sicrhau bod systemau monitro cadarn yn cael eu rheoli a'u cwblhau'n broffesiynol er mwyn tystio i, ac adrodd ar ddata ansoddol ar gyfer y gwaith a wneir gyda unigolion a theuluoedd sy'n dod i Geredigion ar wahanol gynlluniau adsefydlu a noddur gan y llywodraeth, i gwrdd â gofynion lleol, rhanbarthol a chenedlaethol.
- Sicrhau adroddiadau cyfredol a chywir bob amser, sy'n cwrdd â gofynion gwasanaethau cymorth, cefnogaeth ac ymyrraeth gynnar, yn unol â'r polisi a'r ddeddfwriaeth bresennol.
- Bydd angen i'r Gweithiwr Achos Ffoaduriaid sicrhau bod yr holl weithdrefnau diogelu'n cael eu rhoi ar waith mewn modd cymwys a phroffesiynol bob amser.
- Sicrhau bod yr holl weithdrefnau a pholisïau lechyd a Diogelwch priodol yn cael eu rhoi ar waith bob amser. Mae'r Gweithiwr Achos Ffoaduriaid yn gyfrifol am sicrhau bod yr holl ddarpariaeth wedi'i chynllunio a'i chydlynu'n ddiogel, gydag asesiadau ac adroddiadau risg cadarn, fel y nodir yn y polisi lechyd a Diogelwch Gweithwyr.
- Meddu ar wybodaeth ac ymwybyddiaeth o'r datblygiadau Cenedlaethol a Lleol perthnasol, i sicrhau bod y mentrau priodol yn cael eu rhoi ar waith er budd teuluoedd yng Ngheredigion.
- Sicrhau bod y ddarpariaeth yn adlewyrchu anghenion rhieni, unigolion, plant a phobl ifanc drwy ddatblygu mecanweithiau ymgynghori, i sicrhau llais i'r defnyddiwr gwasanaethau wrth gynllunio, datblygu a gwerthuso.

- Arwain a goruchwylio gwirfoddolwyr a phrentisiaid sydd ynghlwm â darparu cymorth i ffoaduriaid.
- Bod yn gyfrifol am unrhyw gyllideb fel bo'n ofynnol gan rheolwr Cydraddoldeb a Chynhwysiant i wella cyfleoedd i deuluoedd.
- Mynychu cyfarfodydd allweddol fel bo angen i gynrychioli barn gwasanaethau cymorth i deuluoedd, a chynorthwyo teuluoedd i gyfrannu'n llawn at unrhyw benderfyniadau a wneir am eu plant.
- Cynrychioli'r gwasanaeth o fewn grwpiau, pwyllgorau a digwyddiadau lleol, rhanbarthol a chenedlaethol fel bo'n briodol.
- Cyfrannu at, diweddarau a chynnal unrhyw we-dudalennau a/neu safleoedd cyfryngau cymdeithasol sy'n berchen i'r Gwasanaethau Ymyrraeth Gynnar fel bo'n briodol, gan sicrhau gwybodaeth hygyrch i deuluoedd.
- Ymgymryd ag unrhyw ddyletswyddau eraill sy'n berthnasol i'r swydd fel bo'n ofynnol gan eich llinell rheolwr.

### **Cyfrifoldebau Cyffredinol**

- Hyrwyddo dewis iaith ar gyfer defnyddwyr gwasanaethau fel bo'n ofynnol dan Ddeddf Cydraddoldeb 2010.
- Datblygu gwaith partneriaeth effeithiol gyda chydweithwyr mewnol ac allanol, ac asiantaethau eraill.
- Cadw at ddeddfwriaeth a chanllawiau statudol perthnasol, a pholisïau a gweithdrefnau mewnol mewn perthynas â materion proffesiynol a gweinyddol.
- Meddu ar wybodaeth ac ymwybyddiaeth o Strategaethau Cenedlaethol a Lleol perthnasol.
- Mynychu cyfarfodydd tîm, sesiynau goruchwylio a chyrsgiau hyfforddiant pan fo'n briodol, ac yn ôl cyfarwyddyd eich rheolwr llinell.

# Manyleb Person

## Gofynnol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Gradd ym maes gweithio â phlant, pobl ifanc a theluoedd neu'r gallu i arddangos cymhwysedd drwy brofiad (o leiaf 3 blynedd)	
Sgiliau Ieithyddol Cymraeg	Gwrando/Siarad: <b>Lefel 3</b> Darllen: <b>Lefel 2</b> Ysgrifennu: <b>Lefel 2</b>	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd i benodiad
Sgiliau Ieithyddol Saesneg	Gwrando/Siarad: <b>Lefel 5</b> Darllen: <b>Lefel 5</b> Ysgrifennu: <b>Lefel 5</b>	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> <li>Sgiliau negodi a chyfathrebu ardderchog i ymgysylltu'n effeithiol â defnyddwyr gwasanaethau, teuluoedd ac asiantaethau partner</li> <li>Y gallu a'r cymhwysedd i weithio o fewn lleoliadau amrywiol</li> <li>Y gallu i gyfathrebu ac adeiladu perthynas bositif â defnyddwyr gwasanaethau, a bod yn arloesol a chreadigol wrth gefnogi eu cynnydd</li> <li>Ymwybyddiaeth o bolisiâu/gweithdrefnau/prosesau perthnasol sy'n gysylltiedig â'r swydd</li> <li>Y gallu i adeiladu a chynnal perthnasoedd proffesiynol</li> <li>Y gallu i oruchwylio staff a gwirfoddolwyr</li> <li>Y gallu i gynllunio, monitro a gwerthuso'r gwasanaethau a ddarperir i gwrdd â'r anghenion a nodwyd</li> <li>Y gallu i gyfathrebu'n glir ac yn effeithiol â phlant ac oedolion, gan arddangos sgiliau llafar ac ysgrifenedig cryf, yn Gymraeg a Saesneg os yn bosib</li> <li>Ymgymryd â hyfforddiant priodol i gyfrannu at ddatblygiad proffesiynol a sgiliau.</li> <li>Deall rolau a chyfrifoldebau o fewn amgylcheddau a disgyblaethau proffesiynol gwahanol</li> <li>Gweithio mewn ffordd adeiladol fel rhan o dîm ac ar eich liwt eich hun</li> <li>Y gallu i reoli amgylchiadau anodd a chynorthwyo defnyddwyr gwasanaethau all fod yn orbryderus a gofidus ar adegau</li> <li>Gweithio mewn ffordd gynhwysol i hyrwyddo cydraddoldeb a chynorthwyo unigolion i gyflawni eu potensial</li> <li>Gwerthfawrogiad o, a'r gallu i weithio mewn ffordd sy'n canolbwyntio ar yr unigolyn</li> <li>Ymwybyddiaeth o faterion ieithyddol a diwylliannol</li> </ul>	

	<ul style="list-style-type: none"> <li>• Sgiliau TG ar draws amrywiaeth eang o systemau ac offer, e.e. cronfa ddata cleientiaid, e-bost, rhaglenni dysgu ar y We a rhaglenni Microsoft</li> <li>• Y gallu i gyfathrebu'n effeithiol ar lafar ac yn ysgrifenedig; wyneb yn wyneb neu gan ddefnyddio technoleg gweithio o bell</li> <li>• Yn gallu rheoli'ch amser eich hun a blaenoriaethu llwythi gwaith, gan weithio fel aelod o dîm</li> <li>• Yn gallu gweithio mewn ffordd hyblyg dan bwysau ac er budd pennaf yr unigolyn a aseswyd, p'un ai'n ddefnyddiwr gwasanaethau neu'n ofalwr</li> <li>• Yn gallu cynorthwyo defnyddwyr gwasanaethau i gymryd rhan mewn gweithgareddau corfforol ac awyr agored.</li> <li>• Y gallu i gynllunio, monitro a gwerthuso'r gwasanaethau a ddarperir i ddiwallu anghenion penodol plant, unigolion, rhieni a theuluoedd, gan ddefnyddio dull seiliedig ar gryfderau</li> <li>• Y gallu i adeiladu a chynnal perthynas broffesiynol â phartneriaid cyflenwi a rhanddeiliaid</li> <li>• Y gallu i arwain, cefnogi a goruchwylio staff rhan-amser, gwirfoddolwyr a phrentisiaid</li> <li>• Y gallu i gynllunio, cydlynu a bod yn gyfrifol am amrywiaeth o adnoddau a cyllidebau dynodedig</li> <li>• Y gallu i fyfyrion feirniadol ar eich ymarfer eich hun, i wneud dewisiadau gwybodus a rhoi newidiadau positif ar waith</li> <li>• Y gallu i hunanwerthuso anghenion dysgu a mynd ati i chwilio am gyfleoedd dysgu</li> <li>• Y gallu i ddeall a rhoi damcaniaethau perthnasol ar waith, gan gynnwys integreiddio ffoaduriaid a rhaglenni gwerthuso</li> <li>• Dealltwriaeth a phrofiad o weithio'n effeithiol i ddatblygu dynameg rhyngpersonol a theuluol positif</li> <li>• Yn gallu gweithio tu allan i oriau swyddfa arferol ar benwythnosau a nosweithiau, all gynnwys peth gwaith preswyl yn achlysurol</li> <li>• Yn gallu gyrru ac yn berchen ar gar i gludo defnyddwyr gwasanaethau.</li> </ul>
<p>Profiad Hanfodol</p>	<ul style="list-style-type: none"> <li>• Profiad o weithio'n uniongyrchol â phlant a/neu bobl ifanc a/neu oedolion mewn grwpiau/fel teulu, neu un i un</li> <li>• Profiad o gefnogi plant, pobl ifanc, rhieni a theuluoedd sy'n agored i niwed, neu sydd ag anghenion ychwanegol, i sicrhau newidiadau positif, mesuradwy</li> <li>• Profiad o waith partneriaeth ac amlasiantaethol</li> </ul>

	<ul style="list-style-type: none"> <li>• Profiad neu wybodaeth o weithdrefnau amddiffyn a diogelu plant</li> <li>• Profiad o ddatblygu a chyflwyno rhaglenni hyfforddiant ar gyfer grwpiau bach o rieni, pobl ifanc neu deuluoedd</li> <li>• Profiad a gwybodaeth o ddatblygu a defnyddio'r cyfryngau cymdeithasol a gwefannau i gyfleu gwybodaeth, syniadau a phersbectifau</li> <li>• Profiad o weithio'n agos â gweithwyr proffesiynol allanol a rhanddeiliaid allweddol, i drafod ac eiriol dros deuluoedd a phobl ifanc er mwyn iddynt gyrraedd eu nodau</li> <li>• Profiad o fynd i'r afael â materion allweddol sy'n effeithio ar fywydau teuluoedd a phobl ifanc heddiw, a sicrhau newid positif</li> <li>• Ymwybyddiaeth a gwybodaeth ardderchog o wasanaethau ac asiantaethau sy'n cefnogi teuluoedd a phobl ifanc yng Ngheredigion</li> <li>• Yn gallu cadw cofnodion a llunio adroddiadau cywir, ac yn deall pwysigrwydd cadw mewn cysylltiad â'r rheolwr llinell bob amser</li> <li>• Rheoli asesiadau risg a sicrhau bod unigolion yn ddiogel bob amser pan maent dan eich gofal</li> <li>• Profiad o weithio o fewn amgylchedd amlasiantaethol.</li> </ul> <p>Gwybodaeth o anghenion teuluoedd a phlant agored i niwed.</p>
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Parodrwydd i ymgymryd â rhaglen berthnasol o Ddatblygiad Proffesiynol Parhaus fel bo'n ofynnol.

Dymunol	
Cymwysterau / Hyfforddiant	Profiad o gydlynu a darparu cymorth ailsefydlu ac integreiddio effeithiol ar gyfer pob oedran.
Sgiliau Ymarferol / Personol	<p>Mae'n ddymunol bod gan ymgeiswyr:</p> <ul style="list-style-type: none"> <li>• Y gallu i siarad a gweithio drwy gyfrwng Wcreineg.</li> <li>• Yr hyder i allu gweithio gydag unigolion a grwpiau.</li> <li>• Dealltwriaeth o'r Ddeddf Hawliau Dynol, gwaith Uchel Gomisiynydd y Cenhedloedd Unedig dros Ffoaduriaid, a Deddf Llesiant Gwasanaethau Cymdeithasol 2014</li> <li>• Y gallu i lunio cofnod achos cryno o unrhyw gamau a gymerir, a chofnodi'r canlyniadau</li> <li>• Y gallu i gyfrannu ar lafar ac yn ysgrifenedig at asesiadau ac adolygiadau</li> <li>• Dealltwriaeth o ddadansoddi a myfyrio ar eich gwaith</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Y gallu i weithio'n effeithiol o gartref, gan gynnwys cyflymder band eang dibynadwy o ansawdd da</li><li>• Profiad o gynorthwyo oedolion/teuluoedd gydag anghenion ychwanegol a/neu gymhleth â pholisïau a gweithdrefnau sy'n ymwneud ag amddiffyn plant, iechyd, diogelwch, cyfrinachedd, a diogelu data.</li></ul> |
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## Job Description

Post Name	Refugee Caseworker
Service	Policy, Performance and Public Protection
Grade	Grade 8
Spinal Point/s	SP 18-22
Salary	£29,269 - £31,364
Job Purpose	<ul style="list-style-type: none"> <li>• To plan, support and supervise specific activities with the children, young people, adults and their families who arrive in Ceredigion under various government sponsored resettlement schemes and require care and support, in conjunction with other agencies if required.</li> <li>• To lead on the design, development, and delivery of a range of interventions that promote good outcomes in terms of successful resettlement, integration and well-being of service users.</li> <li>• To work to a whole family perspective with responsibility to engage people in opportunities and activities that will support their successful resettlement in the UK. This will involve utilising various methods as appropriate to the needs of the whole family. according to their age, current knowledge, skills and ability.</li> </ul>
Location	Canolfan Rheidol, Aberystwyth
Hours of Work	18.5 hours per week, work pattern to be confirmed on appointment
Type of Contract	Part-time
Contract Duration	Fixed Term
Line Managers Job Title	Refugee Resettlement Officer
Supervisory/Managerial Responsibilities	N/A
Accountability	<ul style="list-style-type: none"> <li>• To be fully aware and responsible for ensuring that all delivery to children, young people, individuals, parents and families adheres to Ceredigion County Council policies and procedures and any all other relevant national guidance.</li> <li>• To manage the timely collation and analysis of robust statistical data as required by Ceredigion County Council and relevant external agencies.</li> <li>• To continuously work using own initiative at allocated site locations throughout the county</li> <li>• To work in line with various external provider health and safety policies and procedures when undertaking any off</li> </ul>

	<p>site activities (in relation to yourself and that of the individuals or families who you are responsible for.</p>
<p>Contractual Terms Associated with the Post</p>	<p>Safeguarding and protecting adults and children at risk are key priorities for us. We aim to support adults, children and young people at risk to ensure they are as safe as they can possibly be.</p> <p>We acknowledge their right to protection and will take action to safeguard their welfare. Each member of staff and volunteer is expected to share this commitment, and we will require an Enhanced Check by the Disclosure and Barring Service (DBS), formerly CRB before appointing to this post.</p>
<p>Duties and Responsibilities</p>	
<ul style="list-style-type: none"> <li>• Liaise and negotiate delivery of person centred interventions to achieve successful resettlement and integration of refugee families, working closely with Homes for Ukraine hosts and relevant internal and external professionals to identify appropriate interventions for refugees (including those where there is identified trauma and / or adverse experiences).</li> <li>• Measure and assess the individual or family needs in order to plan and deliver the most effective and supportive provision or intervention for them.</li> <li>• Lead and coordinate delivery of bespoke interventions that will assist refugees to understand their rights and responsibilities in the UK and support the whole family to resettle and integrate successfully. These programmes and interventions will enhance family resilience and reduce vulnerabilities. This includes working sensitively and persuasively on an ongoing basis to support opening of UK bank accounts, registering for benefits, applying for visa extension and progression towards employment.</li> <li>• Support a smooth move-on process into housing in the community, either in Ceredigion or to another Local Authority and either into shared accommodation sponsored by a host under the 'Homes for Ukraine' scheme or to private rented accommodation.</li> <li>• Create and lead delivery of bespoke interventions to assist individuals, parents and families to develop skills and increase confidence to interact and engage with universal services independently. Developing and modifying these interventions on an ongoing basis for individuals and their families will require a high level of creativity and innovation to resolve problems.</li> <li>• Design events, activities and projects with the designated community working closely with voluntary and statutory partners ensuring that provisions are appropriate and fit-for-purpose.</li> <li>• Reflect a strengths-based approach whilst practicing the Signs of Safety principles</li> <li>• Work independently and as part of a team to coordinate various aspects of family support in the designated community in Ceredigion. The Refugee Caseworker will work in partnership with voluntary and statutory services in ensuring that other location-based opportunities can be pursued and managed for the benefit of families.</li> </ul>	

- Work in partnership with statutory and voluntary services to coordinate opportunities that will be of benefit to refugees and their hosts, particularly those who are identified as vulnerable due to having poor physical or mental health, being survivors of violence or torture or being at risk of exploitation.
- Have responsibility for leading and managing a caseload of families and implement strategies for individuals within the family in either one-to-one or group contexts, working independently and as part of a team. Refugee Caseworker will be responsible for identifying risk and problem solving, ensuring families of all backgrounds engage in positive support and intervention.
- Ensure that parents, individuals and young people receive access to appropriate information and advice services, signposting to other services and intensively assist them where needed to enable them to participate in a Fair and Equal Ceredigion as outlined in Ceredigion County Council Strategic Equality Plan 2020-2024.
- Be responsible for developing and delivering opportunities for families; parents, individuals, young people and children as defined by Welsh Government's Nation of Sanctuary – Refugee and Asylum Seeker Plan (2019), Well-being of Future Generations Act (2015), Social Services & Wellbeing Act (2014) and in accordance with Ceredigion Local Well-being Plan (2023-28)
- Ensure robust monitoring systems are managed and completed professionally in order to evidence and report qualitative and quantitative data about work undertaken with families and individuals arriving in Ceredigion under various government sponsored resettlement schemes to meet local, regional and national requirements.
- Ensure up to date and accurate reporting is maintained to meet the requirements of early help, support and intervention services in line with current policy and legislation
- Ensure that all safeguarding procedures are adhered to competently and professionally.
- Ensure that all appropriate Health & Safety procedures and policies are adhered to at all times. The Refugee Caseworker has responsibility to ensure that all provision is planned and coordinated safely with robust risk assessment and reporting, as stated in Employee Health and Safety policy.
- Have knowledge and awareness of the relevant national and local developments to support the appropriate implementation of initiatives for the benefit of families in Ceredigion.
- Ensure provision reflects the needs of parents, individuals, children and young people by developing consultative mechanisms to secure the voice of the service user in service planning, development and evaluation
- Lead and supervise volunteers and apprentices that engage with refugee support provision.
- To have responsibility for any budget as required by the Equalities and Inclusion manager to enhance opportunities for families.

- Representation at key meetings as and when required to represent the views of refugee support services and assist families to contribute fully to decision making in regard to their children.
- Represent the service at local, regional and national groups, committees and events as appropriate.
- Contribute, update and maintain any web pages and / or social media sites owned by the service as appropriate, ensuring information for families is accessible.
- Undertake any other duties relevant to the role as required by your line manager.

### **General Responsibilities**

- Actively promote service user language preferences as required by the Equality Act 2010.
- Develop effective partnership working with internal and external colleagues and other agencies
- Adhere to relevant statutory legislation and guidance, internal policies and procedures in relation to professional and administrative matters.
- Have knowledge and awareness of the relevant National and Local Strategies  
Attend team meetings, supervision sessions and training courses when appropriate and as directed by your line manager.

Job Evaluation Post Ref

JD 1579-01

## Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	A degree in working with children, young people and families or an ability to demonstrate competence through experience (at least 3 years)	
Welsh Linguistic Skills	Listening/Speaking: <b>Level 3</b> Reading: <b>Level 2</b> Writing <b>Level 2</b>	The Welsh linguistic skills noted must be attained within two years of appointment.
English Linguistic Skills	Listening/Speaking: <b>Level 5</b> Reading: <b>Level 5</b> Writing <b>Level 5</b>	The English linguistic skills noted are required on appointment.
Practical and personal skills	<ul style="list-style-type: none"> <li>• Excellent negotiation and communication skills to effectively engage with service users, families and partner agencies</li> <li>• Ability and competency in working within various settings</li> <li>• Ability to build rapport and positive relationships with service users and be innovative and creative in supporting their progress</li> <li>• Awareness of relevant policies/ procedures/ processes related to the post</li> <li>• Ability to build and maintain professional relationships</li> <li>• Ability to supervise staff and volunteers</li> <li>• Ability to plan, monitor and evaluate service delivery to meet identified needs.</li> <li>• Ability to communicate clearly and effectively with both children and adults, evidencing strong written and oral skills.</li> <li>• Undertake appropriate training to contribute to professional development and skills.</li> <li>• Understanding of roles and responsibilities within different environments and professional disciplines.</li> <li>• Work constructively as part of a team and on own initiative.</li> <li>• Ability to manage difficult situations and support service users who may be anxious and distressed at times.</li> <li>• Work in an inclusive way to promote equality and support an individual to meet their potential.</li> <li>• An appreciation of and ability to work in a person centered way</li> <li>• Have an awareness of cultural and language issues</li> </ul>	

	<ul style="list-style-type: none"> <li>• IT skills across a range of systems and tools, e.g. client database, e-mail, internet based learning programs and Microsoft applications.</li> <li>• Be effective in written and verbal communications; both face to face and using remote technology.</li> <li>• Ability to manage your own time and prioritise workloads and work as a member of a team</li> <li>• Ability to work flexibly when under pressure and in the best interest of the assessed person.</li> <li>• Able to support service users to engage in physical and outdoor activities.</li> <li>• Ability to plan, monitor and evaluate service delivery to meet identified needs of children, individuals, parents and families using a strengths-based approach.</li> <li>• Ability to build and maintain professional relationships with delivery partners and stakeholders.</li> <li>• Ability to lead, support and supervise part-time staff, volunteers and apprentices.</li> <li>• Ability to plan, coordinate and have responsibility for a variety of resources and designated budgets</li> <li>• Ability to critically reflect upon one’s own practice, make informed choices and implement positive change.</li> <li>• Ability to self-evaluate learning needs and actively seek learning opportunities</li> <li>• Ability to understand and apply relevant theories including refugee integration and evaluation programmes.</li> <li>• Understanding and experience of working effectively to develop positive interpersonal and family dynamics</li> <li>• Be able to work outside normal office hours on weekends and evenings which may include occasional residential work.</li> <li>• Ability to drive and have own car to transport service users.</li> </ul>
<p>Required Experience</p>	<ul style="list-style-type: none"> <li>• Experience of working directly with children and/ or young people and/ or adults in groups/as a family or on a 1-1 basis.</li> <li>• Experience of supporting children, young people, parents and families with vulnerabilities or additional needs to achieve positive measurable change.</li> <li>• Experience of partnership and multi-agency working.</li> <li>• Experience or knowledge of child protection and safeguarding procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of developing and delivering training programmes to small groups.</li> <li>• Experience and knowledge of developing and using social media and websites to communicate knowledge, ideas and perspectives.</li> <li>• Experience of working closely with external professionals and key stakeholders in negotiating and advocating on behalf of families and young people to achieve their goals</li> <li>• Experience of addressing key issues impacting on families and young people's lives today and delivering positive change.</li> <li>• An excellent awareness and knowledge of services and agencies that support families and young people in Ceredigion</li> <li>• Able to compile accurate records and reports and understand the importance of always keeping in touch with the line manager.</li> <li>• Manage assess risk and ensure that individuals are safe at all times whilst in your care</li> <li>• Experience of working in a multi-agency environment.</li> <li>• Knowledge of the needs of vulnerable families and children.</li> </ul>
Training/education required to be undertaken for the post/worked towards	A willingness to undertake a relevant programme of Continued Professional Development as required

Desirable	
Qualifications / Training	Experience of coordinating and delivering effective resettlement and integration support across the age range.
Practical / Personal Skills	<p>It is desirable for candidates to have:</p> <ul style="list-style-type: none"> <li>• The ability to speak and work through the medium of Ukrainian.</li> <li>• Confidence in being able to work with individuals and in a group setting</li> <li>• An understanding of the Human Rights Act, the work of the United Nations High Commissioner for Refugees (UNHCR) and Social Services and Well-being Act 2014.</li> <li>• Ability to compile brief and concise case recordings of any actions undertaken and record the outcomes.</li> <li>• Ability to contribute verbally and in written form to assessments and reviews</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Understanding of analysis and reflection in your work</li><li>• The ability to work effectively from home, including good quality reliable broadband speed.</li><li>• Experience of supporting adults, families with additional and/or complex needs with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection.</li></ul> |
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